

Gheez Rite Supplementary School - Complaints Procedure

We at Gheez Rite supplementary School take any comments and suggestions seriously. We are committed to community development and its record of responsiveness to concerns; however, from time to time there may be issues that our users wish to raise on a formal basis. This could be complaints about policy, practise or behaviour.

This complaints procedure is designed to deal with difficulties or problems efficiently and effectively and to enable us to continually improve our services.

1. A number of complaints may arise from simple misunderstanding. Before making a formal complaint, you might wish to discuss your complaint informally, either to a member of staff or with the co-ordinator.
2. If you are not satisfied and wish to make a more formal complaint, you will be asked to write a simple letter which will provide written details of your complaint.
3. The Co-ordinator will investigate your complaint and write to you with the outcome within 14 working days of receiving the letter.
4. If you still are dissatisfied or if the complaint concerns the co-ordinator, then your complaint will be passed on to the trustee (the chairman)
5. The Chairman will convene a panel of inquiry, which will consist of two of the trustees. This will take place within 20 working days of receiving the complaint.
6. As a result of their investigation, the panel will make a recommendation. You will be informed in writing of the final decision. This decision will be no more than 30 days after receiving your initial complaint.

The Chairman's name is Father Ephrem Andom.

Comments and suggestions can be made verbally to any member of staff. We very much appreciate a constructive criticism and take it positively to improve where needed. You can also give comments and suggestions via email at gheezrite@googlemail.com.